

# The Web

Its Utilisation, Evaluation  
and Security

**Media Anugerah Ayu**



IIUM PRESS  
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

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**Editor**

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## **24. WEB USABILITY SURVEY MEASUREMENT**

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### **ABSTRACT**

Web development process which is ignoring the users' perspectives frequently meets failure and high risk when the end product is categorised as unusable and rejected by the targeted users. It is imperative the web development to incorporate the user-centred design process in ensuring to produce a usable and successful output which is acceptable by the users as well as clients. One of the techniques in assessing the web usability is by conducting survey that incorporates with relevant measurement that associated with user's requirements and needs.

### **24.1 INTRODUCTION**

The bad effect happens to every individual who has connection and interest with the developed website. The user faces dissatisfaction and difficulties in performing works which will decrease the work efficiency. Since the website is open for public and everybody has the right to view and interact with it, the poor website design may tarnish the client or site provider's reputation. The web development team will also waste all efforts, budgets and time whereby at the end the developed website is not accepted by the users. Usability is important and therefore assessment must be made after the web development completed.